

2003 MONTHLY REPORT		PROGRAM	Motor Vehicle Division
		SUBPROGRAM/AREA	Motor Vehicle Enforcement Services
AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.	
MVD/PROGRAM GOAL	1	To promote public safety and protection through regulation, licensing, and the administration of transportation laws.	
AGENCY and MVD/PROGRAM OBJECTIVE	1	For FY 2003, increase the number of commercial vehicles weighed by mobile enforcement to 22,000.	

Type	PERFORMANCE MEASURES	FY 2002	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2003	FY 2003 Estimate
IP	Total commercial vehicle traffic (includes credential checked, pre-cleared, and waved-thru traffic)	19,159	352	0	1,680	2,486	1,857	157	547	380	167	201	202	217	8,246	24,000
OP	Number of credential-checked vehicles	14,524	290	0	1,172	1,838	1,319	157	383	335	139	148	163	145	6,089	19,000
OP	Number of vehicles weighed by mobile units (1 vehicle = 1 weigh only)	14,616	290	0	1,120	1,846	1,102	87	289	305	124	158	118	16	5,455	22,000
OP	Total safety inspections at details	842	10	0	127	226	188	13	21	19	11	8	30	137	790	1,000
OP	Number of drivers cited for vehicle safety violations	119	0	0	24	31	36	0	1	0	2	3	0	0	97	150
OP	Number of drivers cited for other vehicle violations (excluding size/weight)	532	3	0	29	79	52	17	8	1	0	0	21	1	211	600
OP	Operating budget expenditures for mobile enforcement (direct costs)	\$289,352	\$6,146	\$8,495	\$24,265	\$25,900	\$28,891	\$12,525	\$8,899	\$8,084	\$7,791	\$6,388	\$8,018	\$7,283	\$152,685	\$303,000
OP	Revenues collected from permit sales	\$11,855	\$301	\$0	\$39	\$1,256	\$441	\$0	\$0	\$368	\$0	\$0	\$0	\$312	\$2,717	\$12,000
OP	Approximate revenues generated from civil penalties based on assessed fines	\$189,416	\$8,780	\$0	\$24,560	\$49,280	\$32,760	\$5,200	\$2,620	\$4,860	\$0	\$500	\$1,960	\$0	\$130,520	\$195,000
OP	Total approximate revenues collected due to enforcement activities	\$201,271	\$9,081	\$0	\$24,599	\$50,536	\$33,201	\$5,200	\$2,620	\$5,228	\$0	\$500	\$1,960	\$312	\$133,237	\$207,000
EF	Approximate revenues collected for every dollar spent on mobile enforcement	\$0.70	\$1.48	\$0.00	\$1.01	\$1.95	\$1.15	\$0.42	\$0.29	\$0.65	\$0.00	\$0.08	\$0.24	\$0.04	\$0.87	\$0.68
OP	Total mobile details	83	2	0	5	17	9	4	6	4	4	3	11	4	69	100
OP	Total staff hours for all mobile details	5,912	142	0	1,010	590	743	131	80	203	120	22	113	255	3,409	6,200

VARIANCE STATEMENT

AUGUST: There were no mobile details during August due to the continued deployment of Central and Southern Scale Teams to the international border ports. Last month's activity was performed by personnel in the Northern Region; however, staffing shortages prevented any activity during August.

SEPTEMBER: With the assignment of full-time ports personnel to border ports and a refocusing of efforts by Southern and Central Scale Teams, mobile enforcement has renewed activity this month. Additionally, the Northern Region is focusing their efforts, as time and personnel allow. It is anticipated that the target will be met in months to come.

OCTOBER: Vacancies and leave time have impacted MVES' ability to conduct as many mobile operations as desired. However, the importance of the 22,000 target is still being emphasized and staff continue to strive to meet it. (To reach the target, an average 2,343 vehicles will need to be weighed each month for the remainder of the fiscal year.)

NOVEMBER: Vacancies have caused MVES to focus efforts on basic port operations; only existing mobile teams are scheduling mobile details (without assistance from port personnel). Due to the present state budget situation, MVES' ability to meet the target will be increasingly hampered.

DECEMBER: Due to vacancies earlier in the year, officers were not able to use annual leave during those periods, and were in danger of losing leave if they didn't take it prior to the close of 2002. Due to vacancies and the number of officers taking annual leave, mobile activity was severely limited this month.

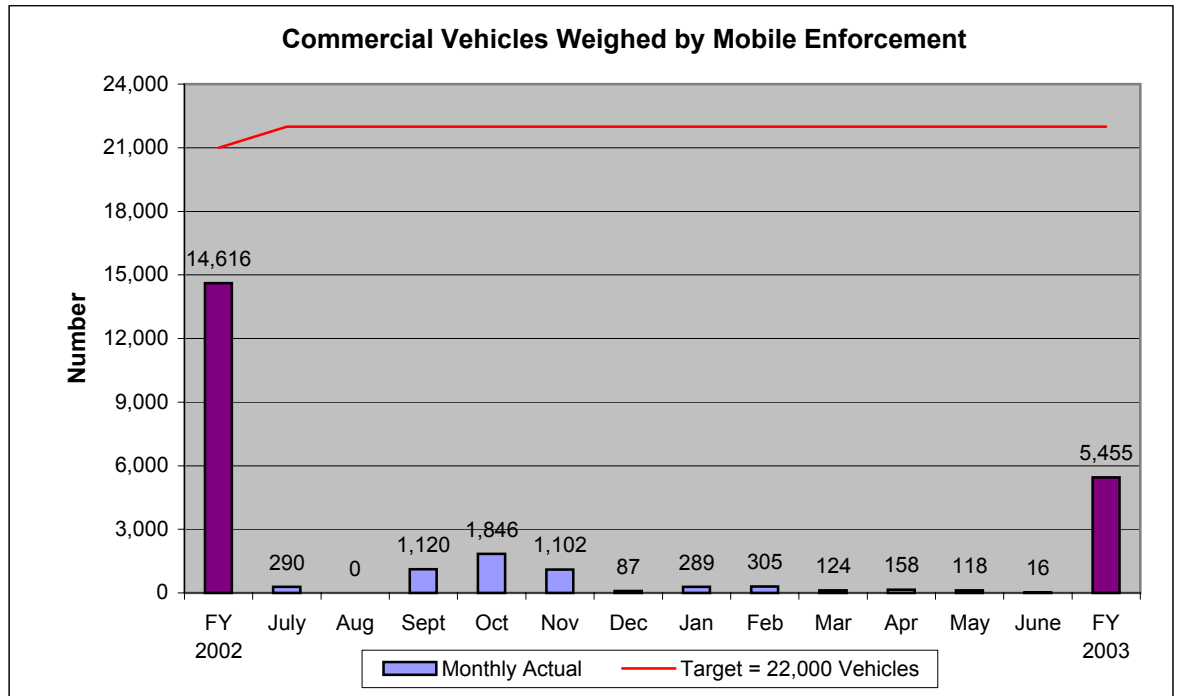
JANUARY: Due to continued vacancies and budgetary uncertainties, very few mobile enforcement details have been scheduled. Those that have been conducted around the state are very limited in scope and frequency.

FEBRUARY: A focus on keeping the ports of entry as operational as possible has limited the program's ability to conduct mobile operations. One mobile detail was conducted along SR 68 per a specific request from the Mayor of Bullhead City; otherwise, the numbers would have been significantly lower.

MARCH: Due to continued vacancies and budgetary uncertainties, very few mobile enforcement details have been scheduled. Those that have been conducted around the state are very limited in scope and frequency.

APRIL: Only three details were scheduled during April, all of which were conducted by the Central Region team. Due to continued vacancies and budget shortfalls, very few details are being scheduled. In all likelihood, this trend will continue throughout the remainder of the fiscal year.

NOTES:



MAY: Due to a lack of funding and continued vacancies, few details are being scheduled. This is part of an ongoing trend which will likely continue next month.

JUNE: Due to continued vacancies, very few mobile enforcement details were scheduled. Those details that were conducted around the state were very limited in scope, dealing mostly with safety inspections rather than weight enforcement due to "Roadcheck 2003," a nationwide effort to perform safety inspections on vehicles traveling the interstate highways, as well as a truck safety detail conducted on SR 68.

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MVD/PROGRAM GOAL	1	To promote public safety and protection through regulation, licensing, and the administration of transportation laws.	
AGENCY and MVD/PROGRAM OBJECTIVE	2	For FY 2003, reduce waved-thru traffic to 5% of all commercial vehicle traffic identified at the fixed ports (POEs) during hours of operation.	

Type	PERFORMANCE MEASURES	FY 2002	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2003	FY 2003 Estimate
IP	Total commercial vehicle traffic at POEs during hours of operation (includes credential checked, pre-cleared, and waved-thru traffic)	6,786,175	607,325	562,758	543,686	600,598	495,101	549,130	590,991	546,514	613,548	607,697	612,755	607,096	6,937,199	7,125,000
QL	Number of vehicles waved-thru at POEs during hours of operation	417,413	10,131	7,803	20,863	13,085	15,115	11,574	8,819	7,703	8,009	24,349	18,297	8,116	153,864	356,250
OC	Percent of vehicles waved-thru at POEs during hours of operation	6.2%	1.7%	1.4%	3.8%	2.2%	3.1%	2.1%	1.5%	1.4%	1.3%	4.0%	3.0%	1.3%	2.2%	5%
OP	Total weighings of vehicles at fixed POEs (includes repeats of same vehicle)	3,578,115	383,610	409,965	359,670	397,768	390,572	382,498	398,388	348,428	408,319	369,324	386,836	399,672	4,635,050	3,350,000
OP	Number of vehicles weighed at POEs (1 vehicle = 1 weigh)	3,437,432	348,993	379,394	328,685	368,161	362,035	356,187	397,826	347,713	407,520	368,624	385,922	398,709	4,449,769	3,100,000
QL	Number of weighed vehicles detected at POEs as violating size/weight requirements	20,522	2,128	2,449	2,205	2,337	2,065	2,130	2,107	1,812	2,536	2,560	2,520	2,583	27,432	18,600
QL	Percent of weighed vehicles detected at POEs as violating size/weight requirements	0.60%	0.61%	0.65%	0.67%	0.63%	0.57%	0.60%	0.53%	0.52%	0.62%	0.69%	0.65%	0.65%	0.62%	0.60%
OP	Number of drivers cited for vehicle weight/size violations	2,084	298	344	279	285	254	286	271	263	304	262	282	280	3,408	2,150
OP	Total safety inspections at POEs	1,800	165	159	154	200	226	236	215	199	205	206	269	214	2,448	3,000
OP	Number of drivers cited for vehicle safety violations	306	32	26	32	46	60	61	69	58	80	52	36	52	604	320
OP	Number of drivers cited for other vehicle violations (excluding size/weight)	2,864	360	202	266	269	251	243	209	187	285	514	431	495	3,712	2,700
IP	Operating expenditures for POEs (direct costs)	\$6,994,122	\$551,379	\$557,240	\$554,744	\$597,472	\$829,266	\$632,078	\$619,768	\$612,825	\$671,440	\$635,613	\$868,270	\$353,080	\$7,483,175	\$7,200,000
OP	Revenues collected due to port permit sales	\$12,812,648	\$834,437	\$673,799	\$738,378	\$846,165	\$964,280	\$1,021,257	\$1,196,612	\$1,103,590	\$1,335,613	\$1,131,276	\$1,085,209	\$953,300	\$11,883,916	\$13,300,000
OP	Approximate revenues generated from civil penalties based on assessed fines	\$1,372,411	\$194,680	\$210,740	\$174,370	\$170,920	\$144,960	\$171,360	\$176,020	\$221,218	\$181,240	\$152,460	\$174,780	\$168,710	\$2,141,458	\$1,390,000
OP	Total approximate revenues collected due to enforcement activities	\$14,185,059	\$1,029,117	\$884,539	\$912,748	\$1,017,085	\$1,109,240	\$1,192,617	\$1,372,632	\$1,324,808	\$1,516,853	\$1,283,736	\$1,259,989	\$1,122,010	\$14,025,374	\$14,690,000
EF	Approximate revenues collected for every dollar spent on fixed ports enforcement	\$2.03	\$1.87	\$1.59	\$1.65	\$1.70	\$1.34	\$1.89	\$2.21	\$2.16	\$2.26	\$2.02	\$1.45	\$3.18	\$1.87	\$2.04

VARIANCE STATEMENT

JULY: With the new International Road Dynamics (IRD) Weigh-In-Motion (WIM) system operational at Ehrenberg, San Simon, Topock, and Sanders ports, officers were able to significantly reduce the number of waved-thru vehicles at those ports. Although the system is often inoperative due to a variety of malfunctions, which are being addressed as they arise, this month's numbers point to the potential of the WIM/PrePass systems when they function well and in concert with each other.

AUGUST: No significant variance from July performance level.

SEPTEMBER: While Sorter System issues caused a significant increase in wave-thrus this month over last, counts are still well under the target for the year. Issues have been addressed with vendors and better performance is anticipated for next month.

OCTOBER: As predicted, efforts spent with vendors have paid off: sorter systems performed in a more satisfactory manner, reducing wave-thrus to 2.2%.

NOVEMBER: The continued development of electronic screening systems at four of the major ports has helped MVES maintain waved-thru traffic below 5% during hours of operation. However, due to a significant shortfall of personnel at some of the ports, shifts were closed. Generally speaking, a reduction of operation hours results in a reduced number of vehicles seen at the port. When open, ports with minimal staffing that experience heavy traffic will alter operations and wave-thru additional trucks. Wave-thru traffic increases when there is inclement weather, when counter permit sales or any other circumstance diverts personnel from monitoring traffic, and under other conditions that cause vehicle traffic to slow and "bunch up."

DECEMBER: Once again, the continued development of electronic screening systems at four of the major ports of entry has helped MVES to maintain waived-thru traffic below 5% during hours of operation. However, due to vacancies and annual leave, we were not able to improve hours of operation, which resulted in less screened truck traffic than might have otherwise been accomplished.

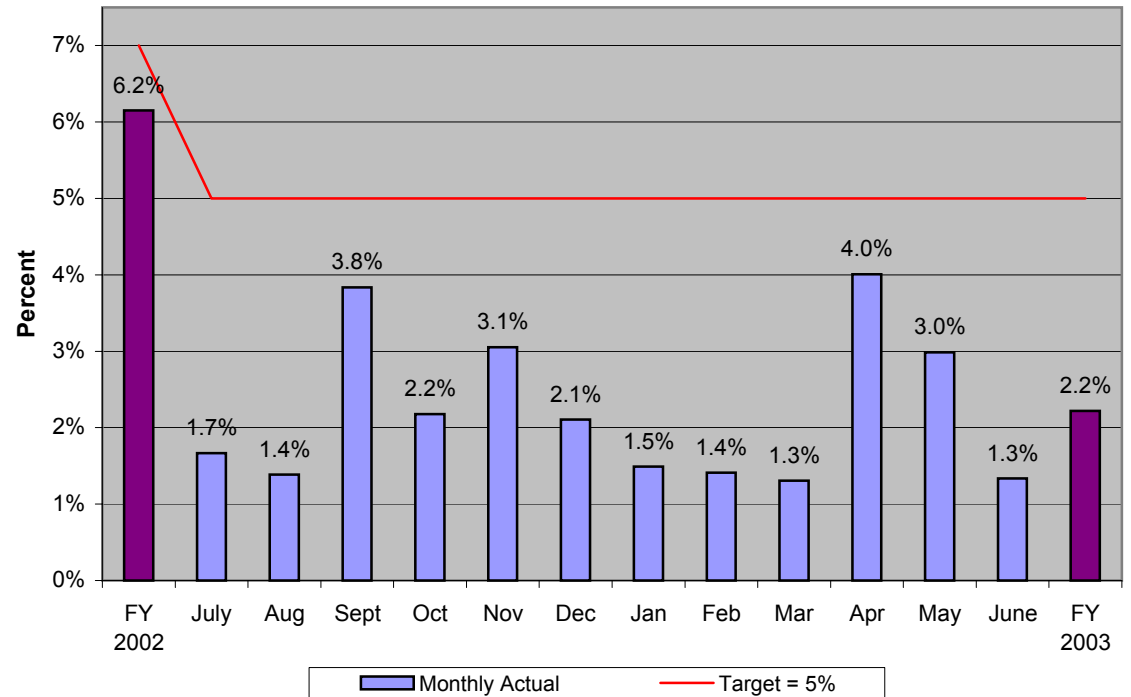
JANUARY: Electronic screening systems continue to make an impact on reducing wave-thru traffic.

FEBRUARY: Staff from two major ports attended Academy training in February (three from Sanders and one from St. George), which resulted in fewer hours of operation, as well as a reduction of commercial vehicle traffic seen at the ports. However, electronic screening systems maintained the number of waved-thru vehicles at 1.4% of the total, the lowest percentage this year.

MARCH: No significant change in performance from previous month.

APRIL: Road construction at Topock Port increased wave-thru traffic. All vehicles in the Topock area are entering the Port because PrePass and WIM sensors are not in use during construction, which should be completed towards the end of May.

Vehicles Waved-thru at Fixed Ports of Entry



MAY: As in April, road construction at Topock Port increased wave-thru traffic. Construction continued through the first week of June.

JUNE: Electronic screening systems maintained the number of waved-thru vehicles at 1.3% of the total, the lowest percentage this year.

NOTES

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AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.	
MVD/PROGRAM GOAL	1	To promote public safety and protection through regulation, licensing, and the administration of transportation laws.	
AGENCY and MVD/PROGRAM OBJECTIVE	3	For FY 2003, increase the number of commercial vehicle safety inspections conducted to 4,000.	

Type	PERFORMANCE MEASURES	FY 2002	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2003	FY 2003 Estimate
IP	Total commercial vehicle traffic at POEs and mobile details during hours of operation (includes credential checked, pre-cleared, and waved-thru traffic)	6,762,241	607,677	562,758	545,366	603,084	496,958	549,287	591,538	546,894	613,715	607,898	612,957	607,313	6,945,445	7,149,000
QL	Total number of credential-checked vehicles at ports and mobile details	6,340,198	597,484	554,675	280,280	321,742	213,200	279,962	312,274	277,380	326,429	305,789	328,716	312,202	4,110,133	6,787,750
OP	Total number of CVSA inspections at POEs and mobile details	2,642	175	159	281	426	414	249	236	218	216	214	299	351	3,238	4,000
OC	Total number of safety violations encountered during CVSA inspections (all)	6,657	718	704	1,203	1,644	1,399	845	834	834	754	604	977	1,163	11,679	7,200
OC	Total number of drivers cited for vehicle safety violations	425	32	26	56	77	96	61	70	58	82	55	36	52	701	470
OP	Operating hours at POEs	94,025	7,997	7,845	7,177	7,632	7,172	7,419	7,711	6,921	7,841	7,242	8,192	7,977	91,126	95,000
OP	Total staff hours for mobile details	5,912	142	0	1,010	590	743	131	80	203	120	22	113	255	3,409	6,200

VARIANCE STATEMENT

OCTOBER: A large portion of the increase in inspections is due to mobile enforcement efforts, which increased by 100 inspections over last month. If October's figures remain steady through the remainder of the year, the target of 4,000 safety inspections will be met as long as unforeseen constraints do not adversely affect the effort.

NOVEMBER: No significant variance in performance from October. Safety is a primary concern; however, it is becoming more difficult to focus on this objective due to current state budget constraints and an inability to fill vacancies. In previous months, additional personnel were provided at border ports to improve safety inspection performance levels. However, MVES must now revert to focusing on the monitoring of commercial traffic for size/weight violations.

DECEMBER: Vacancies and absences due to "use-or-lose" annual leave and holidays caused us to fall somewhat this month in every area. Safety does remain a primary concern and we hope to see an improvement in the next month as we continue focusing on this important objective.

JANUARY: No significant change in performance from previous month.

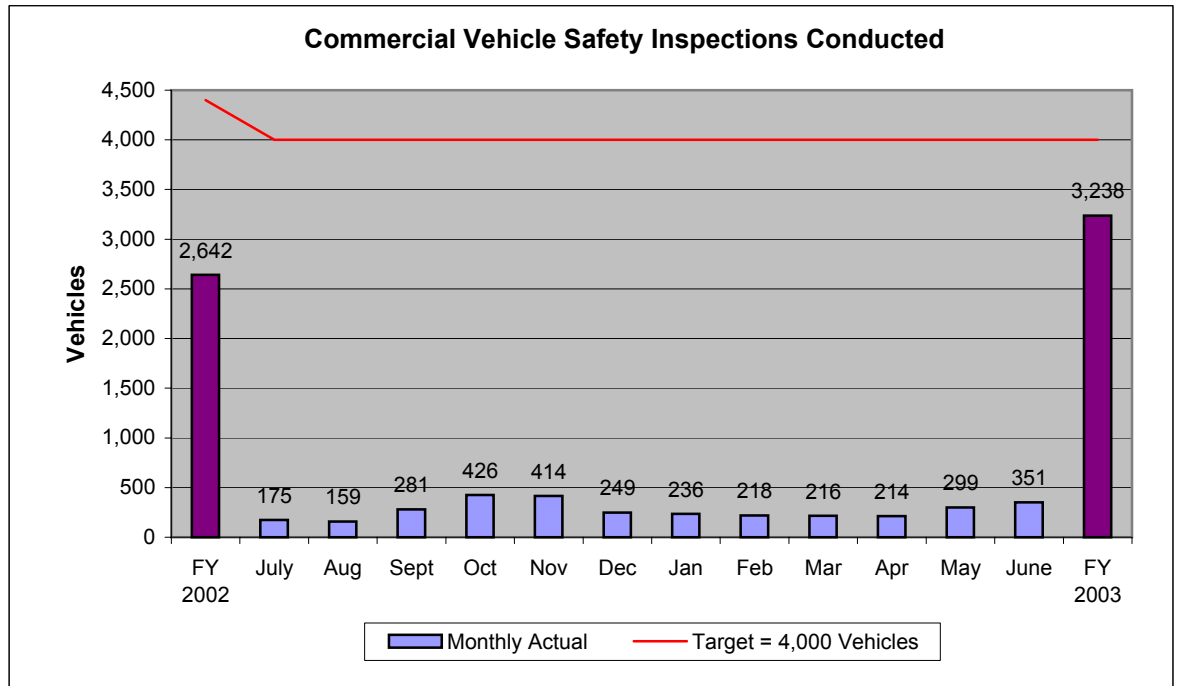
FEBRUARY: Reduction of port hours of operation affects all responsibilities, including safety inspections; therefore, counts are lower than previous months. With the Academy now complete and officers back to work at the ports, major port hours of operation should increase, resulting in improved statistics across the board.

MARCH and APRIL: No significant change in performance from previous month.

MAY: In anticipation of "Roadcheck 2003," personnel at Sanders Port offered inspections to local commercial vehicle operators. Two businesses responded and 70 inspections were conducted for companies in the Snowflake area. Other than that, no significant change in performance from previous month.

JUNE: An increase in the number of inspections performed by mobile details raised the total inspections performed for the month. In previous months, mobile details were very limited as pertains to CVSA inspections; however, 137 inspections were conducted during June.

NOTES



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AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.	
MVD/PROGRAM GOAL	1	To promote public safety and protection through regulation, licensing, and the administration of transportation laws.	
SUBPROGRAM OBJECTIVE	4	For FY 2003, reduce average customer wait times for off-site inspection requests in the Central Enforcement Region to 22 calendar days.	

Type	PERFORMANCE MEASURES	FY 2002	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2003	FY 2003 Estimated
IP	Total number of new off-site vehicle inspection requests	7,583	553	591	544	553	840	869	580	419	460	527	485	508	6,929	7,939
IP	Number of existing off-site vehicle inspection requests	240	760	554	65	203	246	620	1,004	1,154	1,071	1,051	978	797	760	760
IP	Total number of off-site vehicle inspection requests	7,823	1,313	1,145	609	756	1,086	1,489	1,584	1,573	1,531	1,578	1,463	1,305	7,689	8,699
IP	Number of off-site requests cancelled	1,262	72	185	65	72	72	106	81	111	76	114	228	44	1,226	631
OP	Number of off-site requests completed	5,763	687	895	341	438	394	379	349	391	404	486	438	404	5,606	7,198
OP	Total number of off-site vehicle inspection requests completed or cancelled	7,025	759	1,080	406	510	466	485	430	502	480	600	666	448	6,832	7,829
OP	Percent of off-site vehicle inspection requests completed or cancelled	90%	58%	94%	67%	67%	43%	33%	27%	32%	31%	38%	46%	34%	89%	90%
EF	Average wait in calendar days for all completed off-site vehicle inspection requests	26	35.3	37.1	23.4	28.7	37.4	38.9	61.5	57.9	44.3	47.7	27.3	50.4	40.1	22
EF	Completed off-site vehicle inspection requests waiting less than 31 days	2,864	428	516	239	263	202	135	136	183	201	233	275	235	3,046	4,900
EF	Completed off-site vehicle inspection requests waiting from 31 to 60 days	1,359	173	244	90	153	120	146	115	134	118	120	120	71	1,604	1,998
EF	Completed off-site vehicle inspection requests waiting from 61 to 90 days	790	51	57	12	21	57	89	69	37	39	63	34	34	563	200
EF	Completed off-site vehicle inspection requests waiting more than 90 days	750	35	78	0	1	15	9	29	37	46	70	9	64	393	100
EF	Longest wait in calendar days among all completed off-site vehicle inspection requests during period	293	186	180	90	135	141	123	168	205	232	295	216	273	295	200
OP	Off-site Level 1 abandoned vehicle inspections completed	21,350	1,774	1,655	1,188	513	676	1,106	949	465	1,476	1,347	1,157	466	12,772	20,560
OP	Off-site Level 1 non-abandoned vehicle inspections completed	3,991	169	318	162	57	160	141	97	184	141	245	91	93	1,858	3,843
OP	Off-site Level 2 vehicle inspections completed	3,332	187	435	251	358	321	124	358	229	251	209	179	129	3,031	3,692
OP	Off-site Level 3 vehicle inspections completed	1,427	191	184	118	225	55	185	11	18	19	8	4	10	1,028	1,543

Type	PERFORMANCE MEASURES	FY 2002	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2003	FY 2003 Estimated
OP	Total number of off-site inspections completed (Levels 1, 2, & 3)	30,100	2,321	2,592	1,719	1,153	1,212	1,556	1,415	896	1,887	1,809	1,431	698	18,689	29,638
OC	Number of inspected vehicles identified as stolen following off-site inspections	N/A	33	47	29	30	26	27	35	21	22	51	37	32	390	Baseline
OC	Recovery value of identified stolen vehicles (in thousands) following off-site inspections	N/A	\$243	\$189	\$164	\$202	\$159	\$145	\$93	\$67	\$196	\$319	\$161	\$273	\$2,211	Baseline

VARIANCE STATEMENT

SEPTEMBER: Average wait time dropped dramatically due the exerted effort to reduce calls over 60 days. At the end of August 135 vehicles were waiting over 60 days; now, there are only 12. At the end of September, 10 officers assigned to the Vehicle Inspection Program were detailed to Registration Compliance details. The reassignment of staff may impact turnaround time in future months.

NOVEMBER: Off site inspection wait times rose from 28.7 days to 37.4 days because 10 officers were temporarily reassigned to the Registration Compliance Program.

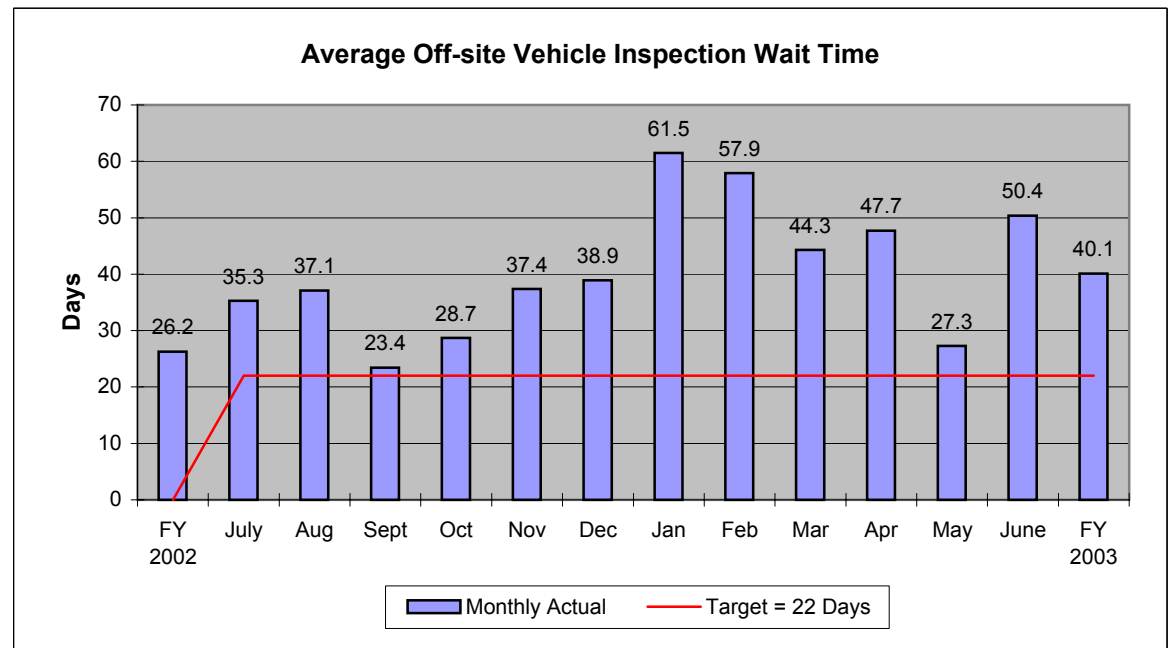
JANUARY: Quantity of inspection requests declined to previous norms. Inspection wait times continue to rise due to certified staff being assigned to assist with Registration Compliance program. Off-site Level 3 inspections dramatically decreased. Off-site requests are being referred to on-site facilities in an attempt to free additional officers for Level 1 & 2 inspection needs. Significant rise in quantity of completed Level 2 inspections noted.

MARCH: Wait times decreased because officers who had been detailed to the Registration Compliance program have returned to the Vehicle Inspection program. In addition, a significant increase in abandoned vehicle inspections performed this month in comparison with February may have contributed to a lower overall wait time average, despite the fact that 11% of completed inspections had wait times in excess of 90 days. Sick and personal leave accounted for 270 staff hours. The longest wait times were experienced in Tucson, which is short two staff, and where the bulk of sick leave (120 hours) was logged. Of the 71 inspection requests completed in Tucson, 31 had longer than 90-days wait.

APRIL: Wait times rose slightly because offices are working to reduce calls waiting in excess of 60 days. Cancelled calls also increased following contact with customers with requests beyond 60 days to ensure requests were still needed; many were not. Tempe and Mesa wait times dropped below 30 days, Tucson was at 58 days, and Scottsdale was at 99 days. Improvements made at Tucson's office in April impacted overall Central Region wait times. Shared resources will continue in the Phoenix Metropolitan area to drop Scottsdale wait times.

NOTES

To improve call response times, the Central Region has established the following priority for off-site inspection requests: 1) Private party abandoned vehicles, 2) Mechanic's Liens, 3) Landlord Liens, 4) Mobile home inspection requests, and 5) Tow and Salvage Yard inspection requests. By placing private resident requests first, the number of inspection requests open in the system will be reduced, allowing for better management of pending inspection requests.



MAY: Off-site inspection times dropped because of shared resource efforts (assigning staff to other offices) and the concentration to reduce private property inspection requests. A total of 228 calls were cancelled during this period, 180 of which were from the Scottsdale office. The Scottsdale off-site call database was purged of calls received in 2001 that were completed by Mesa enforcement staff. (During this period, the entire Scottsdale enforcement staff were either assigned as academy staff or attended the academy for certification.)

JUNE: The wait time increase is attributed to the fact that 34% of all inspections completed by Mesa Enforcement had wait times greater than 90 days. Mesa inspections accounted for a substantial part (43%) of all Central Region inspections. In May 2003, the Central Region opened up Glendale and Tucson East offices to on-site inspections, which required three officers to be pulled from off-site inspections. Thus, only four remaining field inspection officers are available for all off-site inspections in Tucson and Phoenix. The drop in staff will greatly impact future wait times, as demonstrated by the Tempe office in June, which was only able to complete 29% of all off-site requests received in June.

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AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.		
MVD/PROGRAM GOAL	6	To promote the efficient generation, collection, and management of revenues to meet public needs.		
SUBPROGRAM OBJECTIVE	1	For FY 2003, establish a new baseline for revenues collected (direct and indirect)* as a result of registration compliance enforcement efforts.		

Type	PERFORMANCE MEASURES	FY 2002	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2003	FY 2003 Estimated
IP	Number of special request registration compliance leads	17	1	0	0	0	2	0	3	2	41	6	6	34	112	20
IP	Number of 1-800 number registration compliance leads	2,173	36	426	258	3,668	1,580	1,647	2,581	1,910	1,224	1,666	907	1,324	17,227	4,500
IP	Number of leads followed up on by enforcement staff that were generated by database letters (following the 60-day period when compliance is sought, but not obtained)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	Baseline
IP	Number of leads generated by active enforcement efforts in the field	479	136	109	174	5,073	676	210	148	500	1,197	1,591	1,365	2,704	13,883	8,760
IP	Number of leads generated by all active enforcement efforts (database letters and field)	479	173	109	174	5,073	676	210	148	500	1,197	1,591	1,365	2,704	13,883	New Baseline
IP	Leads carried over from previous period	0	498	282	192	293	7,830	9,734	9,865	11,605	13,117	14,655	16,866	18,141	498	19
IP	Total leads	2,669	708	817	624	9,034	10,088	11,591	12,597	14,017	15,579	17,918	19,144	22,203	31,720	New Baseline
OP	Number of leads closed	2,171	426	625	331	1,204	354	1,726	992	900	924	1,052	1,003	2,556	12,093	New Baseline
OP	Percent of leads closed	81.3%	60.2%	76.5%	53.0%	13.3%	3.5%	14.9%	7.9%	6.4%	5.9%	5.9%	5.2%	11.5%	38.1%	New Baseline
OC	Number of closed leads resulting in compliance through registration	794	152	264	242	590	344	1,626	771	649	793	920	815	2,363	9,529	New Baseline
OP	Number of closed leads due to proof that registration is not required or where lead is unfounded	70	9	4	47	2	3	50	25	31	26	53	108	16	374	New Baseline
OC	Number of closed leads resulting in compliance through registration or proof that registration is not required	864	161	268	289	592	347	1,676	796	680	819	973	923	2,379	9,903	New Baseline
OC	Percent of closed leads resulting in compliance through registration or proof that registration is not required	39.8%	37.8%	42.9%	87.3%	49.2%	98.0%	97.1%	80.2%	75.6%	88.6%	92.5%	92.0%	93.1%	81.9%	New Baseline
OP	Number of closed leads that did not result in compliance due to exhausted lead potential	1,307	265	357	42	612	7	50	196	220	105	79	80	177	2,190	New Baseline

Type	PERFORMANCE MEASURES	FY 2002	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2003	FY 2003 Estimated
OC	Number of <u>leads</u> resulting in compliance within 60 days of compliance letter or other action	383 (Based on 30 days only)	74	81	177	934	1,606	1,319	1,572	1,241	1,169	1,382	1,287	1,439	12,281	New Baseline
OC	Number of <u>vehicles</u> registered within 60 days of closed leads as a result of active enforcement	383 (Based on 30 days only)	74	81	177	934	1,606	1,319	1,572	1,241	1,169	1,382	1,287	1,439	12,281	New Baseline
OC	Direct revenues* generated from active registration compliance enforcement efforts	\$261,055	\$15,065	\$12,972	\$30,235	\$86,100	\$46,526	\$111,592	\$107,526	\$83,990	\$100,032	\$116,624	\$113,606	\$138,017	\$962,285	\$3.0 million
OP	Number of automatically-generated database letters identifying additional potential violators of registration compliance laws	N/A	0	0	3,721	4,346	4,457	3,773	4,150	3,370	4,227	3,406	3,889	3,896	39,235	New Baseline
OC	Number of <u>vehicles</u> registered within 60 days as a result of automatically-generated database letters being sent out	N/A	0	0	2	1,359	701	548	709	559	536	596	576	614	6,200	New Baseline
OC	Direct revenues* generated as a result of database letters	N/A	\$0	\$0	\$62	\$178,684	\$119,551	\$97,914	\$120,061	\$86,043	\$86,586	\$99,792	\$100,107	\$101,890	\$990,691	New Baseline
OC	Total direct revenues generated as a result of active enforcement efforts and database letters	N/A	\$15,065	\$12,972	\$30,297	\$264,784	\$166,077	\$209,506	\$227,587	\$170,033	\$186,618	\$216,416	\$213,713	\$239,907	\$1,952,976	New Baseline
OC	Estimated indirect revenues* generated, indicated by influxes in activity following media blitzes, etc.	N/A	\$1,696,003	\$970,470	\$380,392	\$3,399,371	\$4,123,737	\$319,556	-\$4,361,396	-\$7,828,596	-\$8,212,025	-\$2,768,586	-\$7,912,544	-\$872,838	-\$21,066,456	New Baseline
OC	Total revenues generated from all registration compliance efforts (direct and indirect)*	\$261,055	\$1,711,068	\$983,442	\$410,689	\$3,664,155	\$4,289,814	\$529,062	-\$4,133,809	-\$7,658,563	-\$8,025,407	-\$2,552,170	-\$7,698,831	-\$632,931	-\$19,113,480	New Baseline
OC	Amount of Vehicle License Tax (VLT) transferred to the General Fund on a quarterly basis	N/A	\$1,378,946			\$4,202,001			\$0			\$0			\$5,580,947	New Baseline
OP	Actual expenditures - Org 2640 and 2650 (appropriation to supplement)	N/A	\$0	\$734	\$0	\$10,787	\$57,507	\$54,437	\$44,845	\$74,361	\$45,386	\$94,761	\$97,042	\$160,580	\$640,440	New Baseline
OP	Actual expenditures - Org 2390 (base)	N/A	\$7,255	\$5,697	\$7,915	\$5,394	\$5,048	\$3,936	\$1,687	\$2,370	\$2,536	\$3,411	\$0	\$4,209	\$49,459	New Baseline
OP	Total actual expenditures	N/A	\$7,255	\$6,431	\$7,915	\$16,181	\$62,555	\$58,373	\$46,532	\$76,731	\$47,922	\$98,172	\$97,042	\$164,789	\$689,899	New Baseline
OP	Approximate revenues collected for every dollar spent on registration compliance enforcement (based on direct revenues only)	N/A	\$2.08	\$2.02	\$3.83	\$16.36	\$2.65	\$3.59	\$4.89	\$2.22	\$3.89	\$2.20	\$2.20	\$1.46	\$2.83	New Baseline
OP	Average revenues collected per vehicle registered (based on direct revenues only)	\$302	\$204	\$160	\$169	\$115	\$72	\$112	\$100	\$94	\$109	\$109	\$115	\$117	\$106	New Baseline
OP	Number of officer hours spent on registration compliance field activities	749	160	78	240	957	690	2,099	1,677	1,370	2,217	2,572	2,344	2,193	16,597	New Baseline
OP	Number of officer hours spent in court	0	0	2	0	0	0	0	6	1	14	8	4	1	37	New Baseline
OP	Number of officer hours spent in training	0	0	0	40	80	551	50	606	1,208	129	9	6	5	2,685	New Baseline
OP	Number of officer hours spent on registration compliance administrative duties	0	0	0	0	160	40	40	52	20	93	77	31	17	531	New Baseline
OP	Total number of officer hours	749	160	80	280	1,197	1,281	2,189	2,341	2,599	2,453	2,667	2,385	2,217	19,849	New Baseline

Type	PERFORMANCE MEASURES	FY 2002	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2003	FY 2003 Estimated
OP	Number of compliance letters sent as part of active enforcement efforts	748	107	49	174	53	275	857	1,147	857	736	746	688	836	6,525	8,760
OP	Number of warnings given	479	136	128	170	5,073	676	210	148	500	1,066	1,591	1,197	1,868	12,763	8,760
OP	Number of citations given	4	2	0	1	2	2	3	79	28	76	20	80	3	296	876

VARIANCE STATEMENT

JULY: This is the first month for tracking this objective. A variance statement will be offered next month.

AUGUST: Increased number of cases closed resulted from activity in prior fiscal year, but in excess of sixty day limit. Officer assigned to Registration Compliance detail was on leave for two weeks during August. Additional officer will be assigned to the program effective 9/9/2002. Large increase in 1-800 complaints noted; however, no call campaigns were launched and no other reason for the increase is identified. Of the 426 calls received, 350 did not provide sufficient information to initiate an investigation. The call system will be reevaluated to determine if a different set of options may help obtain better information. The computer-generated letter program was activated at the end of the month and will begin operation in September.

SEPTEMBER: Average VLT for vehicles registered was higher than the average of the last two months, so while counts of vehicles decreased, revenues increased. The decrease in closed leads appears to be linked to the decreased supply of fresh and viable 1-800 leads. Provisions have been made to assign 10 officers to Registration Compliance details effective October 3, 2002.

OCTOBER: Ten officers were assigned to the registration compliance effort, which effort began with a media blitz, resulting in a large volume of 1-800 leads, the issuance of 5,073 warnings for expired and/or out-of-state registrations, and the highest number of closed leads resulting in registration compliance to date.

NOVEMBER: Pronounced increases in both October and November are attributed to a full-scale media campaign and intensive efforts of newly assigned staff. Although warnings written in November dropped significantly from October (5,073 to 676), estimated indirect revenues increased from \$3.4 to \$4.1 million in the same period, most likely due to concern among residents that enforcement actions would be taken against them unless their vehicles were registered. Direct revenues and warnings issued decreased during November, as officers completed 551 hours of training in an effort to maintain certain certifications.

DECEMBER: Significant decreases in indirect revenues are believed to be due to the state of the economy, which may have affected spending on new vehicles in comparison with the same period last year, thereby impacting comparative registration increases as well. However, active enforcement efforts during the same period increased direct revenues to \$112,245, the highest amount thus far. Closed leads also increased to 1,626. Time spent in CVSA training in November impacted new December leads, however, as evidenced by the issuance of fewer warnings in comparison with November (676 to 210).

JANUARY: Seven officers were in training at the AZ POST Academy (scheduled to be completed 2-28-03). Those officers not required to be in training followed up on leads, closing 992; however, of those, 196 were closed due to exhausted lead potential. As was observed in December, dramatic decreases in indirect revenues are believed to be due to the state of the economy, which may have affected spending on new vehicles in comparison with the same period last year. In addition, the immediacy of resident concern for registration non-compliance may be weakening somewhat, either because vehicles have recently been registered, or because the threat of having enforcement actions taken against them is not compelling.

FEBRUARY: The drop in indirect revenues can be partly attributed to the registration of 33,140 fewer vehicles in February 2003, as compared with February 2002. Collected VLT also decreased by \$4.41 million during the same comparative period.

MARCH: The drop in indirect revenues can be partly attributed to the registration of 43,818 fewer vehicles in March 2003, as compared with March 2002. Collected VLT also decreased by \$6.55 million during the same comparative period.

APRIL: While still negative, April's indirect revenues improved by \$5.5 million over March. In addition, while the number of April 2002 registrations decreased by approximately 37,000 from 2001 levels (383,600 to 345,700), revenues actually increased by \$700,000 for the same period (\$53.4 million to \$54.1 million). Thus, the average VLT per vehicle is higher than last year, indicating that newer vehicles are being registered. Possible reasons for this revenue increase include: (1) consumers taking advantage of car dealer incentives; (2) gradual improvements in consumer confidence since February, especially with the subsiding of major combat operations in Iraq in mid-April; (3) decreases in registrations of trailers over 10,000 lbs. due to a permanent registration law that took effect in December 2001; and (4) increased and sustained efforts of Registration Compliance officers. Direct revenue attributed to registration compliance efforts also attained its highest level of the year at \$116,216.

MAY: Indirect revenue lost its April momentum. Revenue collected from direct enforcement efforts dropped slightly to \$113,606. An additional 2,259 vehicles were registered during May 2003 in comparison with May 2002. (Comparisons of the two periods show that biannual registrations were approximately 30,000 higher, while annual registrations dropped nearly 28,000.) The average VLT dropped \$2.00 per vehicle registered from May 2003 to May 2002. The possibility of obtaining additional data through programming to help draw conclusions about changes in registration counts and revenues is being pursued.

JUNE: An additional 8,600 vehicles were registered during June 2003 in comparison with June 2002; however, the average VLT dropped \$1.00 per vehicle for the same period. Special programming to help draw conclusions about changes in registration counts and revenue data has been requested. Revenue collected from direct enforcement efforts increased to its highest point for the year, totaling nearly \$137,000.

NOTES

* "Direct" and "indirect" include revenue from the following five sources:

- (1) Vehicle License Tax (VLT),
- (2) registration fees,
- (3) Air Quality Compliance (AQC) fees,
- (4) postage, and
- (5) penalty fees.

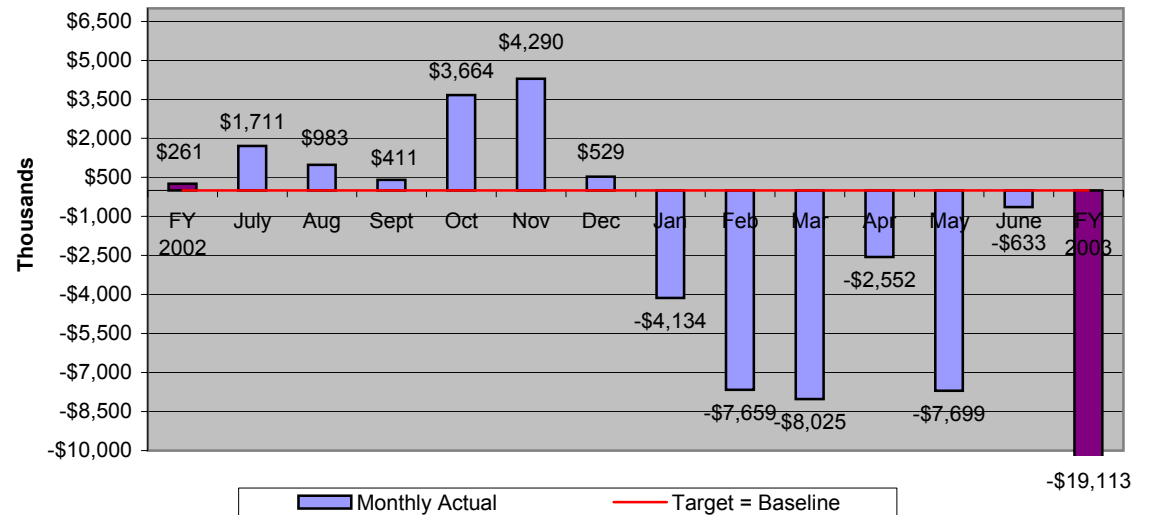
Indirect Revenue = Comparison of two years of fees adjusted by subtracting MCO, apportioned and direct Registration Compliance revenue and adding population increase, fleet value adjustment and increase / decrease to fee rate.

Direct Revenue = Amount of revenue directly attributed to Registration Compliance staff efforts and automatically-generated database letters.

General Fund Transfer = Amount calculated for an entire quarter, which is equivalent to 50% of gain in VLT collections.

Fourteen new cadets were hired in November for the Registration Compliance Program. Six cadets were scheduled to attend the Az POST academy in January 2003.

Revenues Generated (Direct and Indirect) from Registration Compliance Efforts



Comparison of Direct Revenues Generated from Registration Compliance Efforts

